



J. TYLER McCaULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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November 7, 2005

TO: Supervisor Gloria Molina, Chair
Supervisor Yvonne B. Burke
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **CHILD CARE INFORMATION SERVICES CONTRACT REVIEW –
CALWORKS STAGE 1 CHILD CARE SERVICES**

We have completed a contract compliance review of Child Care Information Services (CCIS or Agency), a CalWORKs Stage 1 Child care service contractor. The review was conducted by the Auditor-Controller's Countywide Contract Monitoring Division.

Background

The Department of Public Social Services (DPSS) contracts with CCIS, a private, non-profit, community-based organization that assists parents with child care services. The Agency's services include determining participants' presumptive eligibility, explaining participants' child care options and program rights, providing consumer education information, child care referrals upon request, and paying the daycare service providers. The Agency is located in the Fifth District.

DPSS pays CCIS a negotiated rate of approximately \$125 per case per month. DPSS also pays CCIS a fixed monthly fee of approximately \$12,000 annually for outreach services. For Fiscal Year 2004-2005, DPSS paid the Agency approximately \$730,000.

"To Enrich Lives Through Effective and Caring Service"

Purpose/Methodology

The purpose of the review was to determine whether CCIS provided the services outlined in their Program Statement and County contract. We also evaluated CCIS' ability to achieve planned service and staffing levels. Our monitoring visit included a review of Agency's billing statements, participant case files, provider files, provider payment requests, time records, and personnel files. In addition, we interviewed the Agency's staff, program participants and service providers.

Results of Review

Overall, CCIS provided services required by the County contract using the appropriate number of staff. The program participants stated that the services they received from CCIS generally met their expectations. In addition, CCIS staff possessed the qualifications required by the County contract.

The details of our review, along with recommendations for corrective action, are attached.

Review of Report

On October 4, 2005, we discussed our report with CCIS' management. In their attached response, CCIS' management concurred with our report. We also notified DPSS of the results of our review.

We thank CCIS for their cooperation and assistance during this review. Please call me if you have any questions, or your staff may contact Don Chadwick at (626) 293-1102.

JTM:MMO:DC

Attachment

c: David E. Janssen, Chief Administrative Officer
Bryce Yokomizo, Director, Department of Public Social Services
Cristina Alvarado, Executive Director, Child Care Information Services
Public Information Office
Audit Committee

**COUNTYWIDE CONTRACT MONITORING DIVISION
CalWORKs STAGE 1 CHILD CARE PROGRAM
FISCAL YEAR 2004-2005
CHILD CARE INFORMATION SERVICES**

BILLED SERVICES/CLIENT VERIFICATION

Objective

Determine whether Child Care Information Services (CCIS or Agency) provided the services billed in accordance with their contract and the program participants actually received those services.

Verification

We reviewed the documentation contained in a sample of 45 CCIS program participant case files to verify that the program participants were eligible to receive child care services. We also reviewed the documentation to ensure the Agency complied with the documentation requirements of the County contract.

In addition, we interviewed 32 program participant and 33 daycare providers to ensure that the child care services were provided. Our sample represented \$11,212 (9%) of \$121,839 that CCIS billed the Department of Public Social Services (DPSS) during December 2004 and January 2005.

Results

CCIS provided child care referrals required by the County contract. All 45 cases reviewed contained documentation to support that the participants were eligible to receive program services. In addition, participants interviewed stated that the services generally met their expectations and that CCIS explained participant's child care options, program rights and provided consumer education information. The services providers interviewed also stated that CCIS authorized and paid for child care services in accordance with the County contract.

Recommendation

There are no recommendations for this section.

STAFFING/CASELOAD LEVELS

Objective

Determine whether CCIS' actual service and staffing met the staffing levels required by the County contract.

Verification

We interviewed eight CCIS staff and reviewed CCIS' employee roster. In addition, we reviewed billing invoices for December 2004 and January 2005 and compared them to the Agency's proposed service levels for the same period.

Results

CCIS' reported service levels for the period averaged 489 participant cases per month. This represents a decrease of 10% from the budgeted participant service levels of 545 participant cases per month. The decrease is due to a reduction in the number of cases referred to the Agency by DPSS. The Agency's actual staffing levels of 13 Full Time Equivalent (FTE) staff were 13% below the planned staffing levels of 15 FTE staff. The Agency indicated that the staffing levels are monitored to be consistent with the changes in the service levels.

Recommendation

There are no recommendations for this section.

STAFFING QUALIFICATIONS**Objective**

Determine whether CCIS' staff possessed the qualifications required by the contract.

Verification

We reviewed the personnel files for eight of the 24 staff for documentation to confirm staff qualifications.

Results

Each staff sampled possessed the required employment eligibility verification, training, reading, writing and language requirements identified in the contract.

Recommendation

There are no recommendations for this section.



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Member Agency
UNITED WAY

November 2, 2005

J. Tyler McCauley
Los Angeles County Auditor-Controller
500 W. Temple, Room 525
Los Angeles, Ca 90012

Dear Mr. McCauley:

Contract Review Response

We have reviewed the report issued by the Department and we are in general agreement with the report.

Sincerely,



Cristina Alvarado
Executive Director

Ct: Ruchika Bharadwaj
Senior Accountant-Auditor
Auditor-Controller, Contract Monitoring Division
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